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| --- | --- |
| **Cluster** | // |
| **Agency** |  |
| **Division/Branch/Unit** |  |
| **Classification/Grade/Band** | Clerk Grade 7/8 |
| **Role number** |  |
| **ANZSCO Code** |  |
| **PCAT Code** |  |
| **Date of Approval** |  |
| **Agency Website** |  |

Agency overview

Primary purpose of the role

The Contracts Administrator administers established contracts, in accordance with the Contract Management Plan and approved procedures, to achieve delivery of contractual obligations to agreed standards.

Key accountabilities

* Contribute to the development and implementation of contract management plans by sourcing documents and established contracts, as well as monitoring performance and addressing non-performance, to achieve the required contract outcomes
* Administer contracts in accordance with approved Contract Management Plans and procedures and update contract details to maintain the integrity of contract information
* Interpret and explain contract requirements, and terms and conditions to stakeholders to support compliance with statutory and policy requirements and inform decision-making,
* Establish and maintain stakeholder and supplier relationships to identify and minimise risk, and maximise the value from the contract
* Proactively identify and manage contract risks to meet organisational obligations and achieve the planned outcomes of the contract

Key challenges

* Explaining contract requirements, terms and conditions and the need for compliance in a meaningful way to stakeholders, given the complexity of many contracts and the diverse needs of stakeholders
* Applying required administrative processes and effectively monitoring contract performance against agreed terms, given the high volume of contracts being administered

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Business Unit/Functional Head | * Provide reports and advice on contract performance, administration and issues to contribute to procurement decision making |
| Manager | * Provide advice on contracts and contract administration processes and contribute to broader unit issues * Report on progress towards business objectives, discuss key contracts and issues, seek and receive advice |
| Stakeholders | * Provide contract administration services and support to agency staff/teams undertaking procurement |
| **External** |  |
| Stakeholders | * Provide reports, analyses and advice to support procurement decision-making |
| Vendors/Service Providers and Consultants | * Provide information and advice on contract terms and conditions and the Contract Management Plan * Address disputes, performance issues and requests for variations |
| Other NSW Government Agencies | * Establish networks to maintain currency in trends and developments in contract management and administration * Exchange information on performance benchmarking and other matters of mutual interest |
| Professional and Sector Associations | * Develop professional expertise and keep up to date with trends and developments in contract management and administration |

Role Dimensions

Decision making

Reporting line

Direct reports

Budget/Expenditure

Key **knowledge and experience**

**Essential requirements**

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
| Personal Attributes | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| Relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | | Tailor communication to diverse audiences  Clearly explain complex concepts and arguments to individuals and groups  Create opportunities for others to be heard, listen attentively and encourage them to express their views  Share information across teams and units to enable informed decision making  Write fluently in plain English and in a range of styles and formats  Use contemporary communication channels to share information, engage and interact with diverse audiences | Adept |
| Results | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Use own and others’ expertise to achieve outcomes, and take responsibility for delivering intended outcomes  Make sure staff understand expected goals and acknowledge staff success in achieving these  Identify resource needs and ensure goals are achieved within set budgets and deadlines  Use business data to evaluate outcomes and inform continuous improvement  Identify priorities that need to change and ensure the allocation of resources meets new business needs  Ensure that the financial implications of changed priorities are explicit and budgeted for | Adept |
| **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | | Identify the facts and type of data needed to understand a problem or explore an opportunity  Research and analyse information to make recommendations based on relevant evidence  Identify issues that may hinder the completion of tasks and find appropriate solutions  Be willing to seek input from others and share own ideas to achieve best outcomes  Generate ideas and identify ways to improve systems and processes to meet user needs | Intermediate |
| Business Enablers | **Procurement and Contract Management**  Understand and apply procurement processes to ensure effective purchasing and contract performance | | Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management  Develop well-written, well-structured procurement documentation that clearly sets out the business requirements  Monitor procurement and contract management processes to ensure they are open, transparent and competitive  Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance  Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles  Escalate procurement and contract management issues, where required | Adept |
| **Occupation specific capability set** | | | | |
| Procurement | **Procurement Risk Management**  Identify, assess and mitigate procurement risks | | Identify and evaluate key risks at a contractual level for straightforward arrangements and seek input from other functions as appropriate (e.g. finance, legal etc.)  Input to risk logs and opportunity assessment reports as outlined in the organisational procurement practices  Develop risk mitigation strategies for straightforward procurement arrangements  Identify areas of non-compliance to procurement policy and raise with relevant stakeholders | Level 2 |
| **Supplier Relationship Management**  Establish constructive and innovative strategic relationships based on driving value through appropriate long term relationships | | Understand supplier segmentation and determine the appropriate type of supplier relationship needed from straightforward areas of expenditure  Develop appropriate supplier relationships for lower value or lower risk goods and services  Assess impacts on suppliers and work to eliminate areas of unnecessary costs in straightforward categories  Track and monitor benefits through supplier relationships for low risk/ spend suppliers and contracts | Level 2 |
| **Contract Management**  Effectively manage the performance of suppliers through robust contract frameworks, successfully delivering contractual obligations | | Systematically follow contract management and administration guidelines on key contracts  Record contract documentation and performance outcomes  Manage suppliers to ensure goods, services and projects are delivered in line with agreed terms and conditions (on-time, on-cost, quality etc.)  Administer routine to complex contracts to ensure accuracy of pricing, scope variations and updates to terms and conditions. Monitor and report on milestones and outcomes  Undertake internal surveys and performance feedback as input into supplier performance reviews for straightforward contracts  Establish KPIs, performance metrics and SLAs for simple straightforward categories with some guidance and support for more complex areas  Capture and report on contract performance to measure value and effectiveness of incentives | Level 2 |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
| Personal Attributes | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Manage Self | | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Foundational |
| Relationships | Commit to Customer Service | | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
| Influence and Negotiate | | Gain consensus and commitment from others, and resolve issues and conflicts | Intermediate |
| Results | Plan and Prioritise | | Plan to achieve priority outcomes and respond flexibly to changing circumstances | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
| Business Enablers | Finance | | Understand and apply financial processes to achieve value for money and minimise financial risk | Intermediate |
| Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Foundational |
| **Occupation specific capability set** | | | | |
| Procurement | Legislative and Policy Environment | | Ensure that the planning, management and delivery of procurement outcomes is fully consistent with all relevant legislative, probity and policy requirements | Level 2 |
| Contract Law | | Prepare, confirm and approve concise and complete contractual documentation and protect the organisation’s commercial position in areas such as liabilities, indemnities, insurances and warranties | Level 2 |